



## State of Nevada – Department Of Personnel

---

### CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
SUPPORT ENFORCEMENT SPECIALIST II	32	E	12.367
SUPPORT ENFORCEMENT SPECIALIST I	29	E	12.366

### SERIES CONCEPT

Support Enforcement Specialists elicit information relative to child support services; establish paternity and determine financial responsibility for child support; initiate administrative and/or judicial procedures to ensure compliance with child support regulations and court orders.

Conduct meetings to explain child support services, benefits, policies and relevant federal regulations and State laws; interview applicants for support enforcement services to elicit information regarding paternity of children and location of non-custodial parents; assist applicants in completing application forms; review information for accuracy and completeness of facts and data presented.

Review and assess initial child support applications for good cause and information relative to the non-custodial parent's location and employment status and to determine if an order for child support has been established.

Locate and interview non-custodial parents to establish paternity and determine ability to support their minor dependent children; obtain support agreements and acknowledgments of paternity; obtain and review existing court orders for child support; petition the court for orders to establish paternity and/or for payment of child support.

Calculate child support obligations and/or arrearage; determine effective dates and determine non-custodial parents' indebtedness to State public assistance programs by researching case records, computer files and court decisions.

Enforce established court orders for child support according to applicable federal regulations and State laws, policies and procedures by notifying the non-custodial parents, initiating income withholdings, liens and seizure of assets directly or indirectly through the district attorney's office, intercepting unemployment benefits and income tax refunds, and initiating other means for collections to recover monies owed the State and caretaker of the children.

Monitor the financial status of the case and update computer files with respect to child support payments, arrearage balances and the distribution of payments to ensure compliance with court orders and State and federal law and regulations.

Prepare and present case summaries to the administrative hearings officer or court master as assigned; describe non-custodial parents' personal history and financial status to assist the court in establishing paternity, determining the amount of child support and arrearage, ordering appropriate repayment to the State, and enforcing or modifying current child support orders.

Develop and implement federally mandated outreach activities as assigned; participate in in-hospital based paternity programs and other community events; participate in State or county programs to locate non-

**SERIES CONCEPT (cont'd)**

custodial parents prior to placing children in foster care, adoption, or termination of parental rights; establish and maintain required case files and monthly reports.

Perform related duties as assigned.

\*\*\*\*\*

**CLASS CONCEPTS**

**Support Enforcement Specialist II:** Under general supervision, incumbents at this level perform the full range of duties described in the series concept or specialize in a phase of the support enforcement program such as enforcing existing child support orders or preparing and presenting case documentation for the hearings process. This is the journey level in the series.

**Support Enforcement Specialist I:** Under close supervision, incumbents receive on-the-job training in performing all or part of the duties described in the series concept. This is the entry level of the series which provides for progression to the journey level upon satisfactory completion of the required probationary period, meeting minimum qualifications, and with the recommendation of the appointing authority.

\*\*\*\*\*

**MINIMUM QUALIFICATIONS**

**SPECIAL NOTES AND REQUIREMENTS:**

- \* Sixty semester credits from an accredited college or university in general studies, business administration, social science or human services may be substituted for up to one year of the required work experience.

**SUPPORT ENFORCEMENT SPECIALIST II**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and two years of advanced clerical/administrative support experience performing case management duties to include researching financial backgrounds and determining financial responsibility, explaining and eliciting pertinent information to determine program eligibility, and applying policies, procedures and regulations; **OR** one year of experience equivalent to a Support Enforcement Specialist I in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

**ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES** (required at time of application):

**Working knowledge of:** rights to privacy and confidentiality of information; operation of computers including data entry and retrieval; case management practices. **General knowledge of:** parental obligations to support minor children as required by federal regulations and State laws; court records; local, State, national and other resources used in locating non-custodial parents; procedures for establishing paternity, support obligations and securing compliance with court orders. **Ability to:** read, understand and apply court ordered child support obligations; evaluate financial information and make appropriate recommendations; calculate child support obligations and arrearages; maintain and adjust account balances; communicate and coordinate support enforcement efforts with federal, State and county agencies; recognize signs of abuse or neglect and report it to the proper authority; work independently and follow through on assignments with minimal direction; *and all knowledge, skills and abilities required at the lower level.*

**MINIMUM QUALIFICATIONS (cont'd)**

**SUPPORT ENFORCEMENT SPECIALIST II (cont'd)**

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** federal regulations, State laws and agency policies and procedures related to paternity and child support; courts and processes involved in establishing paternity and child support obligations; administrative and judicial hearing processes; procedures, practices and methods used to locate non-custodial parents; computer systems sufficient to access information provided by child support, public assistance, employment and unemployment programs, motor vehicle records, and other agencies; State formulas and processes used to establish child support obligations; good cause provisions. **General knowledge of:** public assistance programs affecting child support enforcement sufficient to establish presumptive eligibility and calculate grant amounts; child support laws of other states; social services available within the community; proper court procedures sufficient to prepare relevant evidence and present the facts of the case; practices and protocol of district attorney offices, district courts, and hearing masters. **Ability to:** negotiate and exchange ideas, information and opinions with others to formulate joint decisions, conclusions or solutions; persuade others to cooperate in achieving program goals; analyze information, issues, situations, practices or procedures to identify problems, recognize alternatives and their implications, and propose solutions.

**SUPPORT ENFORCEMENT SPECIALIST I**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and two years of administrative or program support experience equivalent to an Administrative Assistant II in Nevada State service which included customer relations; making arithmetic calculations and maintaining records; obtaining, verifying and evaluating information; and explaining policies, procedures and regulations to others; **OR** an equivalent combination of education and experience. *(See Special Notes and Requirements)*

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**General knowledge of:** public assistance programs and their purpose; rights to privacy and confidentiality of information; case management practices; basic math computations including addition, subtraction, division and multiplication; office practices, procedures and equipment. **Ability to:** communicate effectively both orally and in writing; interview individuals to elicit facts; utilize computers to access information and enter data; obtain, verify and evaluate information from computerized records, completed forms and other sources; read, understand and explain complex regulations, statutes, policies and procedures; compose grammatically correct correspondence and reports; perform accurate calculations and maintain related records; work objectively with individuals who may be hostile, uncooperative and verbally abusive; establish and maintain cooperative and effective working relationships with others; establish and revise work priorities to meet required timelines.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

*(These are identical to the Entry Level Knowledge, Skills and Abilities required for Support Enforcement Specialist II.)*

**SUPPORT ENFORCEMENT SPECIALIST II**  
**SUPPORT ENFORCEMENT SPECIALIST I**

Page 4 of 4

<b>32</b>	<b>E</b>	<b>12.367</b>
<b>29</b>	<b>E</b>	<b>12.366</b>

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>12.367</u>	<u>12.366</u>
ESTABLISHED:	5/17/76	1/18/96UC
REVISED:	3/14/78-3	
REVISED:	6/20/78-3	
REVISED:	7/1/93P	
	10/23/92PC	
REVISED:	1/18/96UC	
REVISED:	7/1/03P	7/1/03P
	10/14/02PC	10/14/02PC